



U.S. Department  
of Transportation  
2007 DEC 30 AM 10:21  
National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-DEC-2009

Repository

Reference No.  
10294548

**OWNER INFORMATION (Type or Print)**

Name

Address

City

FISHERS

State

IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FALP52UXSA

Make

FORD

Model

TAURUS

Model Year

1995

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-DEC-2009

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS

Failure Mileage

138000

Failure Speed

5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 1995 FORD TAURUS. WHILE DRIVING 5 TO 10 MILES PER HOUR THERE WAS A LOUD BANGING NOISE AND WITHIN A FEW MINUTES THE ENGINE FELL ON THE GROUND. HE WAS ABLE TO CONTINUE DRIVING A SHORT DISTANCE AS THE PARTS BEGAN TO FALL OFF OF THE VEHICLE. THE VEHICLE WAS TOWED TO AN AUTO BODY SHOP. A MECHANIC STATED THAT THE ENGINE MOUNTS ON THE REAR CORNER OF THE SUB FRAME FELL OFF AND THE REPAIR COST WAS \$617 . HE CONTACTED FORD AND THEY STATED THAT THEY WOULDN'T OFFER ANY ASSISTANCE SINCE THE VIN WAS NOT INCLUDED IN RECALL 98V323000, STRUCTURE, FRAME AND MEMBERS. THE FAILURE AND CURRENT MILEAGES WERE 138000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

*Meineke said that when they raised the car on the lift, the entire engine and transmission started to completely drop off the sub-frame. The body mounts that hold the engine & transmission to the sub-frame were, not even there!!! I did not even know what parts to order, if it wasn't for the recall. By ordering the parts specified by the recall is how they & the dealer could figure out what parts to order. I was driving with my wife and 2 kids (2 yrs and 2 months) in the car. The car absolutely gave no warning at all, within a split second, I heard a bang & my steering was impossible. If I was doing Hwy speed, we might not be alive. Anybody driving this car on the roads could be in GRAVE danger!!!! Please, something needs to be done. Thank you*

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



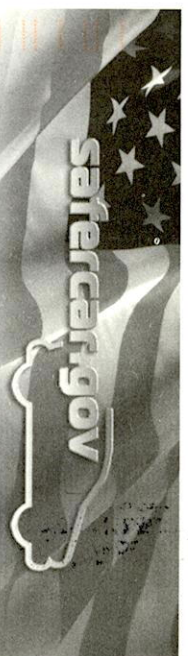
**If so:  
Use the enclosed form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





**Meineke Car Care Center #944**

**6401 E 82nd St.  
Indianapolis, IN 46250  
(317)842-2686**

**Invoice Number: 10782**

Invoice Date: 12-04-09  
Estimate ID: 020121  
Invoice Code: 12054F11248Q0056

"Each Shop Individually Owned and Operated"

**SOLD TO:** [www.meineke.com](http://www.meineke.com)

INDIANAPOLIS, IN

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Vehicle: 1995 FORD TAURUS      Odometer: 0      Tag: IN 877      Vin:      Tech: KW1      Writer: \*\*\*      Ad Lead: FLYER AD.

Quantity	Item	Description	Warranty	MAP	A/D	Unit Price	Total
<b>ALIGN&amp;TIRE</b>							
2.00	K8737	FRONT SUSPENSION KIT	90 Days	A	A	106.26	212.52
	MEMO	REMOVE & REPLACE F SUBFRAME					
3.50	LABOR	SHOP LABOR		A	A	98.44	344.54
	MEMO	POWER STEERING IS INOP					

We want to thank you for your patronage. At MEINEKE, your satisfaction is very important to us.

Sales Tax 1: 16.07

**PAYMENT RECEIPT**

Map Code Legend

S1=Sugg-Failure Likely  
S2=Sugg-Customer Req.  
S3=Sugg-Maintenance  
S4=Sugg-Recommendation  
RA=Req-Performance  
RB=Req-Design Spec  
RC=Req-Missing

A/D Legend

A=Accepted  
D=Declined

Visa    XXXX    [REDACTED]    617.69 Exp: 0812 Ref: 8092    Auth: [REDACTED]

Shop Supplies:	44.56
Total Parts:	212.52
Total Labor:	344.54
Sub Total:	601.62
Sales Tax:	16.07
<b>Total Due:</b>	<b>\$617.69</b>

Printed: 12/4/2009 at 1:27:28PM

621021

Select Vehicle | New TSBs | Technician's Reference Component Search:

OK

Conversion Calculator

1995 Ford Taurus V6-182 3.0L

Vehicle Level → Steering and Suspension → Suspension → Front Subframe → Technical Service Bulletins  
→ Recalls → Recall 98V323000: Rear Lower Subframe Mount Plate Nut

### Recall 98V323000: Rear Lower Subframe Mount Plate Nut

Notes

Passenger vehicles originally sold, or currently registered, in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, and Wisconsin. The rear lower subframe mount plate nut can experience stress corrosion cracking if subjected to long term exposure to road salts. This can result in fracture and loss of the structural integrity of the subframe mount attachment. Detachment of the body mounts at the rear corners of the subframe, which supports the engine and transmission, allows the rear corners of the subframe to drop.

If both rear corners drop, steering would become suddenly very difficult, affecting vehicle control and increasing the risk of a crash.

Dealers will install subframe rear mount bolts, reinforcement plates, and plate nuts.

NOTE: This recall campaign supercedes recall campaign 93V-106. Owner notification is expected to begin January 18, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

NHTSA.GOV.

*This is exactly what happened*

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1FALP52UXSA



*Happened Dec 2, 2004*

*10294548 Complaint # 6000000000*



OK

[Conversion Calculator](#)

**1995 Ford Taurus V6-182 3.0L**

Vehicle Level → [Steering and Suspension](#) → [Suspension](#) → [Front Subframe](#) → [Technical Service Bulletins](#)  
→ [Recalls](#) → [Recall - Subframe Plate Corrosion](#)

**Recall - Subframe Plate Corrosion**

[Notes](#)

**SAFETY RECALL**

98S36

Certain 1986-1995 Taurus and Sable and 1988 - 1994 Continental Vehicles - Sub-Frame Rear Plate Nut Replacement

^ [Original - December, 1998](#)

^ [Dealer Letter](#)

^ [Attachment I](#)

^ [Administrative Information](#)

^ [Attachment II](#)

^ [Labor Allowances](#)

^ [Parts Ordering Information](#)

^ [Attachment III](#)

^ [Technical Information](#)

^ [Customer Notification Letter](#)

^ [Information - January 12, 1999](#)

^ [IMPORTANT RECALL/SERVICE PROGRAM INFORMATION](#)

^ [Supplement # 1 - February, 1999](#)

^ [Sub-Frame Rear Plate Nut Replacement, Dated December, 1998](#)

^ [IMPORTANT SAFETY RECALL INFORMATION](#)